

Lion Roars Hotels & Lodges

Terms & Conditions

- The Laws of the Republic of South Africa shall, in all respects, govern this agreement.**
- Reservations Procedure:**
All Reservations must be placed in writing with Lion Roars Central Reservations as follows:
Telephone Number: +27 (21) 424 1530; Email Address: reservations@lionroars.com
- Single Supplement:**
A single supplement, calculated at 30%, applies at all lodges except The Three where a single rate is stipulated.
For **Peak Season**, the Room Rate applies for single occupancy at all lodges except Old Bank & Kloof Street Hotels where the 30% supplement apply.
- Rate Inclusions:**
Town Lodges: accommodation, breakfast, in-room tea and coffee
Plett Quarter Apartments: accommodation only
Hlosi & Bukela: accommodation, all meals, selected local beverages and two game drives per day
- Rate Exclusions:**
Town Lodges: all drinks, transfers, telephone calls, laundry and any items of a personal nature
Parking Fees: Paid parking applies at Kloof Street Hotel, Old Bank Hotel & Plett Quarter Hotel & Apartments. Parking rates are available on request.
Hlosi & Bukela: excludes premium branded beverages, transfers, telephone calls, laundry and any items of personal nature
- Check-In Time:** 2pm (Town Lodges) & 1-2 pm (Hlosi & Bukela) **Check-Out Time:** 10am (Town Lodges) & 11am (Hlosi & Bukela)
- Group Bookings:** In the event of a reservation being made for 6 or more rooms for the same period at the same property, this will be classified as a group reservation for which separate terms apply.
- Guide & Driver Room/s:**
Group Definition: 6 Rooms or more constitutes a group
For 6-11 Rooms booked: 1 Room at 50%
For 12-17 Rooms booked: 1 Complimentary Room
For 18-23 Rooms booked: 1 Complimentary Room and 2nd Room at 50%
For 24 or more Rooms booked: 2 Complimentary Rooms
- Peak Season: Min Stay & Double Occupancy:**
Peak Season validity dates are reflected on the rate sheet, where it is applicable
A minimum 2-night stay applies over peak season
A room rate charge applies for single occupancy, except at Old Bank & Kloof Street Hotels where the 30% single supplement apply.
Franschhoek Boutique Hotel: Minimum 2 night stay during weekends (Friday + Saturday) during High and Peak seasons
- Provisional Bookings:** Provisional bookings are held for 14 Days only, over peak season it will be held for 7 Days only
- Deposit/Payment Policy FIT:**
30 Days prior to arrival: 100% Pre-payment
All bookings must be guaranteed with prepayment, a valid credit card or if the Tour Operator has an authorised account with Lion Roars, a voucher
20 December – 10 January: 20% deposit is required 14 days after the reservation is made to secure the booking.
- Cancellation Policy: TOWN LODGES**
Valid till August 2025
29-15 days prior to arrival: 50%
14-01 days prior to arrival: 80%
No Show: 100%
- Cancellation Policy: HLOSI & BUKELA**
Valid till August 2025
29-15 days prior to arrival: 25%
14-03 days prior to arrival: 50%
48 hours prior: 80%
No Show: 100%
- Conservation and Community Development Levy (per person per night):**
Adults: R210 3-11yrs: R105 0-2yrs: no charge
- Lion Roars reserves the right to amend rates & terms without prior notice. E&OE
- Rates are in South African Rand and include 15% VAT.
- No Tourism levy is charged at present.